

Building Systems of Care: Primer Training
Provo, Utah
September 15-16, 2008

AGENDA

Monday, September 15

9:30-10:00	Continental Breakfast
10:00-10:30	Welcome; Introduction of Trainers, District Teams and State System Partners; and Purpose of Training
10:30-10:45	System of Care Definition, Values and Principles
10:45-10:55	Exercise #1 Related to Values
10:55-11:15	System of Care Key Characteristics, Population Focus, Planning Issues
11:15-11:25	Orientation to Team Meetings
11:25-12:25	Team Meeting #1 (Includes Break Time)
12:25-1:30	Report Back and Large Group Discussion Over Lunch
1:30-1:45	Process and Structure in System Building
1:45-2:15	Governance and System Management
2:15-3:15	Team Meeting #2 (Includes Break Time)
3:15-3:45	Report Back and Large Group Discussion
3:45-4:15	Outreach and Engagement; Referral and Access; Screening, Assessment and Evaluation; Care Planning
4:15-4:45	Exercise #2: Drawing Pathway to Services – Family, Provider, State
4:45-5:00	Orientation to Day Two and Wrap-Up

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Tuesday, September 16

8:30-9:00	Continental Breakfast
9:00-10:00	Benefit Design/Service Array; Financing
10:00-11:15	Team Meeting #3 (Includes Break Time)
11:15-11:45	Report Back and Large Group Discussion
11:45-12:45	Lunch with Affinity Group <ul style="list-style-type: none">• Family Representatives• Providers• State-level Representatives• Local-level Representatives
12:45-1:15	Provider Network, Natural Supports; Purchasing/Contracting
1:15- 1:45	Exercise #3 and Discussion Related to Provider Network Strategies
1:45-2:00	Service Coordination/Care Management
2:00- 2:15	Exercise #4 and Discussion Related to Care Management
2:15-2:45	Utilization and Quality Management
2:45-3:00	Break
3:00-3:15	Brief Introduction to and Discussion of Other Functions (e.g., Human Resource Development, External and Internal Communication, Training and Technical Assistance, etc.)
3:15-3:30	Critical Steps and Essential Elements: Re-Cap and Introduce Self-Assessment Grid
3:30- 4:00	Next Steps-Exercise #5; Wrap Up